[Company name]

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

Vendor Dispute Log

Name of person responsible for this log: _____ **Log period start date:** _____

Log period end date: _____ **Escalation contact for unresolved disputes:** _____

1. Dispute register Open one register row per dispute as soon as it is raised. Keep the description factual and short; put the full correspondence and evidence in the file referenced in the final column, not in this register.

Dispute reference	Supplier legal name	Contract or order reference	Date dispute raised	Dispute category	Description of dispute	Amount in dispute	Priority	Owner	Status	Evidence file reference
[Dispute reference one]	[Legal name of supplier one]	[Contract or order reference for dispute one]	[Date dispute one was raised]	[Category of dispute one]	[Description of dispute one]	[Amount in dispute for dispute one]	[Priority of dispute one]	[Name of owner of dispute one]	[Status of dispute one]	[Evidence file reference for dispute one]
[Dispute reference two]	[Legal name of supplier two]	[Contract or order reference for dispute two]	[Date dispute two was raised]	[Category of dispute two]	[Description of dispute two]	[Amount in dispute for dispute two]	[Priority of dispute two]	[Name of owner of dispute two]	[Status of dispute two]	[Evidence file reference for dispute two]
[Dispute reference three]	[Legal name of supplier three]	[Contract or order reference for dispute three]	[Date dispute three was raised]	[Category of dispute three]	[Description of dispute three]	[Amount in dispute for dispute three]	[Priority of dispute three]	[Name of owner of dispute three]	[Status of dispute three]	[Evidence file reference for dispute three]

Dispute categories used in this log: invoice discrepancy, short or incorrect delivery, quality failure, missed deadline, service level failure, and contract interpretation. Priority levels used in this log: critical, high, medium, and low. Response times expected for each priority are: [Response time expected for critical priority disputes]; [Response time expected for high priority disputes]; [Response time expected for medium priority disputes]; [Response time expected for low priority disputes].

2. Resolution and update log Record every update separately from the register, in date order, so the path from raising to closure can be followed.

Date	Dispute reference	Update and discussion	Next step agreed	Owner of next step	Due date for next step
[Date of dispute update one]	[Dispute reference for dispute update one]	[Description of dispute update one]	[Next step agreed in dispute update one]	[Name of owner of next step in dispute update one]	[Due date for next step in dispute update one]
[Date of dispute update two]	[Dispute reference for dispute update two]	[Description of dispute update two]	[Next step agreed in dispute update two]	[Name of owner of next step in dispute update two]	[Due date for next step in dispute update two]
[Date of dispute update three]	[Dispute reference for dispute update three]	[Description of dispute update three]	[Next step agreed in dispute update three]	[Name of owner of next step in dispute update three]	[Due date for next step in dispute update three]

3. Summary

Total number of disputes logged: _____ **Number of disputes still open:** _____

Number of open disputes at critical or high priority: _____ **Total amount in dispute across open disputes:** _____

Oldest open dispute and the date it was raised: _____ **Number of disputes closed in this log period:** _____

4. Escalation and closure Escalation levels: first, the dispute owner and the supplier contact attempt resolution; second, [Name or role for second level dispute escalation] is involved; third, [Name or role for third level dispute escalation] decides whether to seek formal resolution. Escalate when a due date in the update log passes without progress, or when [Circumstances that require immediate escalation of a dispute] applies.

A dispute is closed only when the agreed outcome is recorded here: resolution type: [Resolution type for the closed dispute]; agreed outcome: [Agreed outcome for the closed dispute]; credit or adjustment agreed, if any: [Credit or adjustment agreed for the closed dispute]; date closed: [Date the dispute was closed]; confirmed by: [Name of person who confirmed closure of the dispute].

Signatures: Log owner: Name: _____ **Signature:** _____ **Date:** _____

Approver: Name: _____ **Signature:** _____ **Date:** _____